



ARIZONA STATE RETIREMENT SYSTEM

INFORMATION TECHNOLOGY SPECIALIST II

- Phoenix -

Salary: \$32,000-\$42,000

Grade C2

DUTIES INCLUDE:

- Perform Help Desk Support
- Operation of the ASRS's computer systems to include all hardware, software, and maintenance
- Process production computer runs
- Perform system backups
- Monitor systems for proper daily operations
- Provide technical assistance to the Technology Services Division (TSD) personnel and the Arizona State Retirement System (ASRS) users relating to problem resolutions for hardware/software
- Deploy new software on core servers and desktop PC's
- Manage computer room tape library including backup tape rotation
- Respond to special project requests from management and staff
- Respond to user community in a timely, courteous and helpful manner
- Work with TSD co-workers in a spirit of cooperation, respect and courtesy
- Perform regular server reboots as required in standard maintenance procedures
- Be present for execution of critical tasks in the event of service interruptions
- This is a second shift position

KNOWLEDGE, SKILLS, AND ABILITIES:

- Minimum one year of computer help desk experience supporting Windows 2003 server, Windows XP, and XML, or two years experience with the operation of computer systems, Microsoft operating systems, and peripheral equipment
- Working knowledge of job setup/processing procedures
- Working knowledge of Data control, security, and magnetic records management procedures
- Working knowledge of the setup of computer systems and peripheral equipment
- Proven ability to quickly analyze a Microsoft Windows system problem and determine a course of action
- Professional oral and written communication skills
- Proven Internal Customer Service skills
- Proven problem solving and troubleshooting skills
- Ability to follow step by step instructions
- Analytical ability to be able to take a different course of action when directed.
- Familiar with data center operations

IDEAL CANDIDATES WILL HAVE TRAINING IN:

- A+ Certification
- MCP
- Microsoft Office Products
- Advanced knowledge of DOS, Windows, SQL, Oracle, Linux, HEAT, a plus

Interested applicants must apply online at www.azstatejobs.gov by 5:00 p.m., April 17th, 2009

This position is not covered by the State Personnel Merit rules. AA/EOE.